

Making A Difference

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Outstanding Team Awards

During the month of May, 33 DSHS employees were honored for their outstanding performances during the past year. Four of those winners were also honored for their vision in working with culturally-diverse commu-

nities. Seven teams were honored for their achievements. This edition is dedicated to their commitment to help people achieve safe, self sufficient, healthy and secure lives and to improve the health of our communities.



DSHS Budget Web Team

Team members: (from left, back row) Brad Carlson, Nick Lutes, John Pelkey, Stan Marshburn; (middle row) Barb Felver, Sharon Shrier, Vic Alcantara, Debbie Schaub; (front row) Secretary Braddock, Judi Kruller, Allen Smith, Patty Alvord. Not pictured: Raquel Carpenter, Steve Cole, Judy Fitzgerald, Bart Giard, Gene Giard, Melanie Griffin, Jean Hodgson, Cheri Keller, Angela Leach-Jayroe, John Moody, Elizabeth Morgan, Bob Schaffer, Dave Sutherland, Dan Winkley, Chris Wyant

One of Secretary Braddock's priorities for DSHS was to "Develop and communicate a positive business case for the agency's work." Recognizing that responsible decisions about the agency's budget are central to establishing a business case for any agency, members of the DSHS Budget Division took this charge seriously. The Budget Division set a goal to not simply allow access to budget numbers, but to fully release the budget by providing the material in such a way the public could understand its complexities and actively enter into conversation about how spending decisions would be made. They created a Web site where all decision packages and summaries would be posted. By tackling and succeeding in this effort, the Budget Web Team has set a new standard of quality for the entire agency for communication materials and is in the lead among state agencies for its effort in making budget information accessible for the residents of Washington State.



Juvenile Vocational Industries Program Team

Team members: (from left, back row) Craig Stevenson, Roger Slack, Dan Gregory, Ed Archer; (middle row) Bonnie Jacques, Sally Griffith, Doug Jacques, Wanda Emmick; (front row) Secretary Braddock, Eva Miller, Ron Franklin, Dennis Graham, Paul Mena. Not pictured: Les Vian, Jerry Minaker, Tamara Gillespie, Jill Will, Jim Kollman, David Charles

The members of this team are made up of employees from Juvenile Rehabilitation Administration and Management Services Administration (both DSHS), Employment Security Department, Corrections Clearinghouse, Jail Industries Board and the Chehalis School District. Because of this team's efforts, Green Hill Training School is operating the first phase of the Juvenile Vocational Industries Training Program (JVIP). The JVIP is an industries model vocational training program that teaches incarcerated youth of Green Hill Training School vocational skills in an employment setting. The program uses a holistic approach that combines career vocational training with support services such as employability training, social skills training, case management, etc. Youth are trained, then employed to produce furniture products and textile products that are then purchased by state agencies and non-profit organizations. The sale of these goods provides funds to offset costs of resource management.



Estate Recovery Unit Team (Finance Division)

Team members: (back row, from left) Secretary Braddock, Eric Kjesbu, William A. Lemp III, (front row) Peggy DeMiero, Shawn Hoage, Robert Langendorfer. Not pictured: Darliss Vestal, Kenneth Washington

The Estate Recovery Team interacts with individuals who have lost their inheritance and in some cases, have lost their dreams and plans for the future. The team explains and educates attorneys and their clients on probate laws and what services are recoverable under state and federal guidelines. They also work closely with nursing facilities throughout Washington educating business managers and trust fund clerks on the procedures to request release of trust funds for funeral expenses. Monthly collections in June exceeded the \$1 million mark. The team is energetic in the application of their extensive knowledge and experience, coupled with a reliability for negotiating and collecting funds for the Medicaid Program.

The Outstanding Team Awards honor the best examples of team efforts that contribute to the fulfillment of the DSHS mission, beliefs and intentions. A team can be an existing work unit, a group of people who come together spontaneously, a group assigned to a specific task, or a group that works together toward a common goal. A team may be cross-functional or cross-divisional.

Secretary's CORNER

by Dennis Braddock



Over the past year since I began as Secretary DSHS, I have made it a priority to meet as many of you as possible. In visits to local offices I

have had the enriching opportunity to meet with front line staff, program managers, and administrators throughout the state. We have talked about successes, challenges, and those situations unique to the different geographical and cultural areas of the state.

Serving 1.3 million clients each year is not an easy job. Many of our clients have tremendous needs and serving them requires commitment, compassion, and often the creative use of limited resources. That is exactly what I have seen displayed by DSHS employees in office after office.

I continue to be impressed with the high caliber of skills, professionalism, and personal caring DSHS employees bring to this agency every day.

Each year during the month of May we take time to recognize those employees whose efforts over the previous year were especially noteworthy.

A total of 33 individuals and seven teams received recognition for their performance over the last year. Some were recognized for doing their regular duties in an extraordinary manner, others for taking on challenging projects in addition to their normal workloads. All exhibited that sincere concern DSHS employees have toward improving the services that make such a difference in people's lives.

While we serve one in five people in the state, they are not the only ones affected by what we do. Every time we improve the life of a client family, we improve the quality of their community. And we cannot do it alone; we need the commitment and cooperation of our partners in the communities we serve.

I congratulate each of the employees featured in this edition of *The NewsConnection* for their excellence. I thank them and every DSHS employee for your commitment to public service and making a difference in the lives of the people of Washington.



Making
A Difference
2000

Outstanding Team Awards



The Region 6 Office Information Technology Development Team

Team members: (from left) Tom Cleaves, Gregg Beck, Cindy Palko, Todd Feiring. Not pictured: Roberta Tower

This team believes in customer service. Every one of the projects undertaken by this team has statewide application and benefit. They demonstrate outstanding technological skills, vision, and teamwork. They have consistently developed superb products that are both user-friendly and serve to improve efficiency and effectiveness significantly. Perhaps the most outstanding example of the Region 6 Team's ability to transform technology into service is the Customer Service Center. This is a call center that takes calls from DSHS clients who are reporting changes to their circumstances or who have other questions of importance to them.



The Web Site Design Team

Team members: (from left, back row) Ken Burnett, Rich Woodard, Dan Estes, Patrick Osby; (front row) Kathy Ramsey, Dianne Thompson, Deputy Secretary Liz Dunbar. Not pictured: Michael Gray

Together team members determined the Region 5 Web site would set the standard for the state, and that is exactly what they have done. The Web site was on line by April 2000, exactly when it was promised and fully functional. Since that time staff have had access to up-to-date information for resources and programs. There are links and driving directions, and a Web cam shot of traffic on the Narrows Bridge. The Web site is constantly being upgraded to provide workers the most up-to-date information.



Web to Work Team

Team members: Rod Guintoli. Not pictured: Ron Mruz, Zandra Hall, Pam Hoffner, Ann Potter, Erin Munding, Ken Kelnhofner, Trina Decamp

With federal and state directives to assist non-custodial parents with training and/or employment to increase child support to welfare recipients, the Web to Work Team gathered to create a system to serve a diverse client population. The team created an electronic system, Web to Work, to share data to assist non-custodial parents who need training and employment to increase child support payments. The cost savings has been estimated to be \$5,400 for Division of Child Support and \$5,000 for SkillSource for referrals to the Web to Work system versus doing the work manually. Every team member demonstrated a professional demeanor and a positive can-do attitude. The new system has enhanced customer service through improved timeliness of initial participant contact and has saved SkillSource many hours verifying participant eligibility.



Emergency Relief Team (Region 2)

Team members: (from left, row 1, front): John Herber, Kathie Lloyd, Javier Ruiz, Vicky Ramos, and Secretary Braddock; (row 2) Nelda Alaniz, Connie Morales, Genoveva Tavares, Rocio Loera, Laurie Pofahl, Noria Brooks, Julie Kempf, Cindy Hendrickson, and Tomas Villanueva; (row 3) Shauna Keeatts, Peggy Whiteaker, Fran Younce, Kim Sanchez, Scott Sogge, Barb Schwartz, Peggy Satko, Dan Pruiett, and Russell Glatt. Not pictured: Tom Balzer, Patty Jo Lande, Scott Mueggler, Kathryn Lowell, Penny Backstrom, Todd Christensen, Wanda Fox, Bernie Cliff, Marci Bynum, Brian Hamel, Mike Nace, Jedi Tefft, Mae Lopez, Raene Briggs, and Delores Bell. All team members are from the Pasco CSO, except Tomas Villanueva from the Executive Communications Division.

Working together and with community partners, this team achieved a goal to help 29 adults and 16 children who were left homeless and had lost all personal belongings on Aug. 16, 2000 when the motel they were living in burned to the ground. Families were placed into transitional housing and eventually placed into permanent housing. The affected adults, who were employed, continued to work and maintain their self-sufficiency. This effort was accomplished over a period of three days. In addition, the team worked collaboratively with Windmere Real Estate and local community based organizations to collect donations of money, food, clothing, and household items to assist these families during their time of need. Tomas Villanueva contacted Northwest Harvest of Yakima and arranged transportation to and from agencies; DSHS staff made personal donations including money and clothing.



Check out Inside DSHS, our new weekly online newsletter for DSHS employees!

Launched on July 12, *Inside DSHS* is a new weekly online newsletter for DSHS employees. In announcing the newsletter, Secretary Dennis Braddock said, "Many of you have said how much you appreciate hearing from headquarters on news of importance to the department. One of my goals is to increase our employee communications, and one way we are doing that is through our new online newsletter for employees, *Inside DSHS*."

Inside DSHS features news about issues of concern to DSHS employees, such as budget decisions, announcements about new resources, legislative support of Kids Come First, and much more.

The online newsletter is located on the DSHS Intranet site at <http://DSHSSecretary.dshs.wa.gov/insideDSHS>. You can also reach the newsletter from the DSHS Intranet home page at <http://intra.dshs.wa.gov>.

Please let us know what you think of our new online newsletter, what kinds of news you'd like to see, and suggestions for articles. Contact Irenne Hopman, the editor, via e-mail at ihopman@dshs.wa.gov.

Outstanding Employee Awards

This year 22 employees were honored for their outstanding performances that are “Making a Difference” for our clients across the state. Over the past 19 years, the Outstanding Employee program has been honoring employees whose hard work, dedication, and spirit move us closer to our mission to improve the quality of life for persons and families in need.

Steve Aubin
Social Worker 2
Home and Community Services, Lynnwood

Steve Aubin has provided consistently excellent social work service throughout this year. He handles the intake function in the office, and he has carried a caseload of Adult Family Homes, skilled Nursing Facilities and initial establishment of individual providers helping people in their own homes. He is a very skilled person in helping people in crisis situations. He treats people as individual, with respect and compassion.



B.J. Bailey
Fair Hearing and Exception Coordinator
Community Services Division, Headquarters

B.J. Bailey is the secretary's designee for decision making on Exceptions to Rule and the liaison/coordinator for all ESA Fair Hearings. She is an outstanding mentor and resource to each of the Fair Hearing Coordinators in our 65 Community Services Offices statewide. Bailey was a key participant and lead organizer of the first statewide, agencywide, video conference of Fair Hearings. This conference was considered a huge success and now serves as a model for future video conferences.



David Brookbank
Social Worker 2
Spokane Southwest CSO

David Brookbank makes himself available at all times.

His optimism and professionalism are a credit to his position and office. He has successfully cultivated relationships and support systems to ensure the best results for the vulnerable clients he serves. Brookbank is a leader among his colleagues, and his social work expertise and opinions are valued. He is a gentle giant with children at risk, and is a true advocate for his clients.



Sandy Brugh
Social Worker 2
Spokane North CSO

Sandy Brugh serves clients who have barriers to employment and need intensive case management services. Despite the volume and complexity of her work, Sandy is always upbeat, helpful, compassionate and dedicated to doing the best job in each case for the clients and her office. She can always be counted on to follow through with her commitments, which have earned an enviable reputation in the community. Brugh is the epitome of an outstanding employee.



Sheryl Burrow
Secretary Senior
Vancouver JRA Field Office

Sheryl Burrow works to provide excellent service to youth, providers, other agency employees, county court personnel and the community at large. Sheryl has developed and implemented several projects that have enhanced service to youth and families, regional staff and JRA. While it would be easy to just focus on her assigned workstation, Sheryl recog-

nizes her role as part of a larger organization and effort, and chooses to work in a way that has a wide impact.



Charles Cothrun
Information Technology Systems Specialist
Rainier School, Buckley

Through Charles Cothrun's excellent rapport with DSHS warehouse staff, Rainier School has acquired more than 100 Pentium computers over the past year. He has saved the facility thousands of dollars. In addition he is always brainstorming ways to make computers available to the clients to improve their attention span, eye-hand coordination and academic abilities. He perseveres in problem solving whether the fault is due to network problems in Olympia, lines on campus, or wrong keystrokes by an individual.



Darrel Friedt
JRA Community Counselor Region 5

Darrel Friedt is usually the first to volunteer for work assignments beyond the scope of his normal job duties. Friedt developed a Needs Survey this year for Green Hill Training School staff to determine how to best conduct future staff training. In his role as Transition Counselor he has made significant contributions in narrowing the gap between institutions and the community. To this end, he has enhanced the likelihood of successful community reintegration for juvenile offenders.



Robin Grant
Financial Services Spec. 4
Spokane North CSO

Robin Grant is a steady volunteer when special projects and additional responsibilities need to be tackled. This is in addition to her job challenge as a lead worker in her agency. She maintains and applies expertise in a thousand different areas. Grant is a patient and expert trainer for new employees in her office. She serves her office with energy, expertise, good humor, and a can-do attitude.

Suzanne Hayes
Division of Developmental Disabilities Everett

Suzanne Hayes is a hardworking, dedicated employee, always looking out for not only the health and safety of her clients, but going that the extra mile to make sure they have a high quality of life. She is consistently creative in finding supports for people. She develops positive relationships with the clients, parents/guardians and programs she works with. She recently accepted a position with the Voluntary Placement Program.



Michelle Joseph
Financial Services Spec. 3
Home and Community Services, Seattle

Michelle Joseph is a rare individual who embodies every positive adjective in an employer's vocabulary. She has exceeded every expectation and is

always a step ahead on any and all tasks assigned. She constantly assists co-workers and is an integral member of her unit. Her rapport with clients epitomizes the mission and focus of the Department.



Craig Knutzen
JRA Community Counselor Region 5

Craig Knutzen recently picked up a homeless youth at 7 a.m. for an entire week just to make sure the youth made it to the vocational training program he was enrolled in. Since then the youth has completed his program and is living independently. Recently, Knutzen suggested the agency buy medical scales in order to keep accurate height and weight information for law enforcement agencies if parolees abscond. His simple suggestion helps expedite the apprehension of parole absconders, which in turn enhances community safety.



Roger Long
Child Care Program Manager
WorkFirst Division/Working Connections Child Care

Roger Long is being recognized because of excellent staff work in an out-of-the-ordinary assignment entrusted to the WorkFirst Division. OFM asked the WorkFirst Division, Working Connections Child Care program staff to increase the number of child care slots available to working families. Because of his previous work with contracts in another division and his dependability and leadership, Long was asked to take the lead. Roger continues to lead on developing billing procedures, the data base to track the performance of the contractors and contract monitoring.



John McCluskey
Financial Services Spec. 4
Spokane North CSO

John McCluskey transferred to his present office in March 2000. His supervisor went on medical leave from March to May and John assumed his position as acting supervisor and leadworker. He handled all matters associated with this acting position and did a great job during this time. McCluskey has exhibited outstanding work in the short time he has worked at his office and has definitely gone the "extra mile."



Betty Moore
Secretary
Yakima Valley School/DDD Selah.

Betty Moore maintains the highest quality of work, which greatly facilitates the smooth and consistent operation of Yakima Valley School. Whenever anyone needs secretarial support, Moore is always available with a smile, support, and information. She is an icon of professional administrative support. She coordinates special events and volunteers to assist with recreation events that need extra staff support. She uses creative and innovative ways to involve others in these projects while treating everyone as a member of the team.



Dorella Owens
Financial Services Spec. 5
Belltown CSO, Seattle

Dorella Owens is well known for her hard work and commitment to the well-being of DSHS staff and the people we serve. Her outgoing manner and demonstrated enthusiasm set an outstanding example for the office. She has been widely recognized in the greater community for her work with many partner agencies in serving the difficult downtown client population. She has a vision for a more just and equitable society, and she puts her vision into action every day in her work.



Rico Pader
Custodian
Western State Hospital

Rico Pader was nominated by eight separate individuals! Not surprising because he puts enormous energy into his work, does it quickly and thoroughly. His pride shows in the quality of his work. He also encourages residents to keep their areas clean as a symbol of their own self-respect. One of the things that makes Pader such a unique employee is his enthusiasm. He whistles and dances while he mops and sings while he works. Pader is an inspiration to those who know him.



Laurie Palmquist
Community Resource Program Manager
Spokane DCFS Regional Office

Laurie Palmquist has been quietly working behind the scenes on programs that benefit her clients, community and improve work processes for staff. She has been the key person in several transition processes with the Volunteer Driving Program, including writing a manual. She was instrumental in "reviving" the Spokane Foster Parent Newsletter that had been out-of-print for two years. The Foster Parent Association is very appreciative of her efforts on their behalf.



Michelle Phelan
Information Technology Systems Specialist
Home and Community Services, Yakima

By her every action, Michele Phelan is the definition of professionalism, teamwork, support, and respect. Her actions consistently create new ways to accomplish her work. By her quiet dedication to her job she defines the spirit of this agency. Phelan respects the feelings of the people she supports and inspires increased productivity and ultimately a more successful worker through her interaction with the individuals she assists.



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Outstanding Employee Awards

(continued from page 3)



Linda Robertson Erickson
TANF Case Manager
Aberdeen CSO

Linda “Robbie” Robertson-Erickson brings warmth to a job that has its share of stress and frustration. She has spearheaded many charity drives and always manages to get her fellow workers to dig in just a little deeper to help the needy. Robertson-Erickson is also a great case manger. With her, a client knows that they have a worker who will be there to support their journey and applaud their successes.



Pat Stickel
Social Worker 2
Spokane Southwest CSO

Pat Stickel was nominated for his work on the HOPE PROJECT. This involved helping the physically/mentally impaired person, formerly considered unemployable, return to work. Stickel motivated, supported, and showed clients how better their lives would be by working competitively and being self-sufficient. He obtained results using humor and compassion, yet he was firm and direct when necessary. Of the 58 persons involved in the Project, 30 have been placed into jobs.



Connie Wentz
Registered Nurse 2
Eastern State Hospital
Medical Lake

Connie Wentz is a conscientious nurse and very empathetic with patients. She has experience dealing with difficult, elderly patients. She is responsible for saving a patient using the Heimlich Maneuver. One of her biggest assets is her soft-spoken approach and excellent clinical judgment. Wentz is always available to her patients and this includes using her own time. She is a good role model, patient, organized, flexible and a team player. Above all, Connie is always a patient advocate.



Alleen Witte
Registered Nurse 4
Frances Haddon Morgan
Center

Alleen Witte is a “work-horse.” Families know they can count on Ms. Witte to pay attention to their children’s medical health needs and keep them up to date. She has the primary lead for infection control at the center. She has been very effective as measured by people singing in the bathroom! Witte teaches is that effective hand washing means scrubbing with soap and hot water for at least the amount of time it takes to sing “Happy Birthday.” So when you hear people humming over the bathroom sink, you know Witte has gotten their attention.

Vision Awards

Each year the Vision Awards further recognize outstanding performance that leads to strengthening the working relationship between the department and culturally-diverse communities. Four employees were honored for their contributions to increased

communication and awareness of the department’s commitment toward diverse workforce communities. The Vision Award is only presented at the regional and state levels to employees who have first been selected as outstanding employees.



Gail Etter
Refugee Social Worker
Spokane Southwest CSO

Gail Etter has effectively strengthened working relationships between diverse groups of refugees and the Spokane Southwest CSO. She is the one constant who is available to all refugees regardless of their program eligibility. Since she began her tenure as refugee social worker, there have been only praises about her work. Gail has faced the challenges of her position with grace, efficiency and effectiveness.



Kenneth Johnson
Home & Community Svcs
Region 6

Kenneth Johnson works as the only Home and Community Services social worker in rural Klickitat County. It is necessary for him to work from two different offices, one in White Salmon and the other in Goldendale. Johnson is highly respected by all. He works with a significant number of Native American families who accept him because they know he’ll respect their cultural beliefs. Ken has been known to cross country ski to someone’s home for a visit and make sure they were OK. Johnson is a good ambassador for DSHS. We’d all be lucky to have him serve our parents when the time comes.



Jo Simpson
Recreation Specialist 4
Juvenile Rehab. Admin.
Echo Glen Children’s
Center, Snoqualmie

Jo Simpson has worked for over 20 years at Echo Glen Children’s Center in many capacities from a cottage counselor to recreation director. After years of planning and with the support of many volunteers Canine Connections at Echo Glen Children’s Center opened in March 2000. This program has not only impacted the residents and staff of Echo Glen but has touched the lives of many people and programs across the state. This program has brought together many unlikely individuals and groups for a common cause - children and pets.



Colleen Young
Community Resource
Program Manager
Community Svcs Division
Capitol Hill Community
Service Office, Seattle

Colleen Young epitomizes the perfect public servant. Her job is a labor of love. She represents the agency in the community in her personal life, as well as on the job in a perfect manner. Through Young’s untiring efforts in the eyes of the public within the inner city of Seattle, DSHS’s image has been significantly enhanced. For these reasons, Ms. Young is being honored.

Brita Awards

The Brita Award is a new award for DSHS. This award originated in 2000 to recognize Brita Skoog’s excellent customer service. Brita has served as receptionist for the Executive Offices in Headquarters for almost 15 years and is considered by many as the role model for outstanding

customer service. This award recognizes outstanding customer service demonstrated by professionalism, willingness to “go the extra mile,” and a demeanor that says they enjoy what they do. There are only seven of these awards presented statewide each year.

Region 1
Paulette Cosgrove
Office Assistant Senior
Residential Care Services
Polly Cosgrove’s communication style consistently demonstrates enthusiasm to assist the customer whether that person is someone at the front window, a telephone caller, or a co-worker. She never projects anger, irritation, or impatience to those who seek her help even when her regular duties are screaming for her attention. Cosgrove has familiarized herself and worked all the programs to serve the customers and staff in a more efficient manner. She exhibits professional behavior in her dealings with customers and staff by maintaining high ethical standards.

Region 2
Kelly Smith
Office Assistant Senior
DDD Field Services Office, Kennewick
Kelly Smith is always willing to go the extra mile for providers, co-workers, clients, and other community agencies within Region 2. Her professionalism and caring assistance go hand-in-hand with her ability to listen and assist clients. Smith has played a large role in changing the public image in the Kennewick Division of Developmental

Disabilities office to a more positive, user-friendly atmosphere. She always has a smile on her face and consistently maintains a demeanor that says she enjoys what she does. Kelly is a true leader in outstanding customer service!

Region 3
Adam Davies
Financial Services Specialist 3
Everett CSO
Adam was the bilingual (Spanish/English) Call Center agent for the Community Services Division’s innovative customer service project known as “Help for Working Families.” Adam is known among his customers as always willing to “go the extra mile” to help people in need. He has been described by various clients as “the best image builder for DSHS ever” and “that nice man that not only helped me see my situation most clearly but also helped me find other resources to help.”

Region 4
Catherine Rena Baird
Chief PBX Officer
Fircrest Residential Habilitation Center, DDD
Even under the most adverse and busy conditions, Rena Baird maintains her sense of humor and demeanor. She is nearly unflappable, no matter how

rude or inappropriate some callers or visitors are. Baird has been the “Voice of Fircrest” for over three decades. Her sweet Scottish accent and kind manner have endeared her to all. Parents of clients who live here have come to know Rena as a friend who will listen sympathetically and remain calm and supportive in times of crisis.

Region 5
Vicky Winter
Secretary Senior JRA Office
Vicky Winter’s manner in dealing with clients, other professionals and the general public is consistently warm and welcoming. She is consistently friendly and helpful to others both on the telephone and in person. One of Winter’s responsibilities involves interacting with the juvenile offender clientele and their families. She has a wonderful, maternal approach toward youth that conveys her acceptance and caring for them, while maintaining expectations for their behavior to be appropriate and respectful.

Region 6
Susan Saldate
Customer Service Specialist
Aberdeen CSO
Susan Saldate’s personal level of commitment to the people of her community is unparalleled. Work-

ing under extreme pressure to move quickly through her tasks, she still manages to make you feel as if there is nothing more important than the person standing in the window seeking assistance. Saldate is an employee that personifies customer service through her personal commitment to recognize and acknowledge the need for each individual to be treated with respect and human dignity.

Region 7/Headquarters
Karen Weidman
Receptionist
Administrative Services Division
Karen Weidman goes out of her way on a daily basis to provide good customer service. She conducts herself in a calm, friendly and courteous manner. She takes the initiative to overcome new challenges, while using good judgment in difficult situations. The Blake Office Park East building is frequently used as a training site by other offices. Weidman handles both large and small groups of people entering the building with remarkable ease. Every visitor is important to her and she takes a “can-do” approach to her job.

Outstanding Regional Awards

Region 1
Outstanding Employees
Valorie Adams, social worker 3, Spokane DCFS
Chris Gonzalez, community worker, Wenatchee DCFS
Kathy Bennett, Secretary Sr., Spokane JRA
Shari DeBerg, social worker 4, Spokane HCS
Sheri Huddleston, social worker 3, Spokane HCS
Robert O'Dowd, financial service specialist 3, Spokane HCS
Ceci Christianson, housekeeper, Medical Lake ESH
Carol Kottwitz, community nurse specialist, Medical Lake ESH
Margaret Conner, case resource manager, Spokane DDD
Sharlene Gentry, HPA, Lakeland Village DDD
Gary Schovaers, regional business manager, Spokane DDD
Barbara UMBERGER, case resource manager, Moses Lake DDD
Mary Cress, financial service specialist 3, Spokane Central CSO
Sonja Dearnmore, financial service specialist 3, Spokane SW CSO
Marie Dunlap, financial service specialist 3, Okanogan County CSO
Elvia Garcia, customer service specialist, Moses Lake CSO
Gene Hoerner, financial supervisor, Spokane Valley CSO
Cheri Hughes, financial service specialist 4 lead worker, Spokane North CSO
Timothy Lederle, office assistant senior, Spokane Valley CSO
Leslie Loranger, financial service specialist, Spokane Valley CSO
Bill McCracken, social worker, Spokane Valley CSO
Suzanne Peschel, office manager, Spokane Valley CSO
Blake Vergon, financial service specialist 3, Spokane Central CSO
Natalie Wellik, financial service specialist 3, Spokane SW CSO

Outstanding Teams
Lakeland Village Sewing Room Team DDD: Pia Klein,Thin Nguyen, Helen Bain, Carol Foland
Spokane Division of Child Support-Unit 4 Team - DCS: Geneane Petruso, Mindi Ritz, Matt Gillio, Jim Reamer, Dave VanMatre, Kelly Reynolds, Willis Miller, Joe Troy, Catherine P. Leonard, Mark Stanton, Dewey Leistico, G. Robin Bennett, Ken Blackwood
Spokane Southwest/Davenport CSO Management Team: Spokane SW CSO: Chuck Bail, Pat Carstarphen, Linda Greenlaw, Judy Kendall, Sue Madsen, Jackie McWilliams, Lydia Strange, Tess Wissink. Davenport CSO: Mary Overmyer

Region 2
Outstanding Employees
Carol Ann Joselovitz Brown, AC2, SOLA/DDD Yakima
Robert Comeau, safety officer, Yakima Valley School/DDD, Selah
Adolfo deLeon, financial services specialist supervisor, Kennewick CSO
Alicia Madrigal, support enforcement officer, Yakima DCS
Cheri M. Myles, social worker, DCFS, Yakima
Kris Rigby, financial services specialist, Yakima CSO
Margaret Rodriguez, office assistant senior, HCS, Sunnyside
Catherine J. Siemens, social worker, HCS, Walla Walla
Stephanie Ziemba, foster care licenser, DLR, Richland

Vision Award
Arnoldo Hernandez, case resource supervisor, DDD, Yakima

Outstanding Teams
Contract Information Team DCFS: Paul Mantz-Powers, Walla Walla, and Kathleen Hilbert and Kristin Messner, Yakima
Financial Web page Team, HCS: Corina Garza, Chuck Johnson, Judi Jeffreys, Maryann Cole-Risenhoover, Sande L. Nielsen, Diane Storms, Rick Iddings, and Annie Vasquez in Yakima.
IT Backup Unit, DCS: John Mays and Jeannette Bookout, Yakima.

Region 3
Outstanding Employees
Ira Campbell-Stallsworth, office assistant senior, Region Office, CSD
Arlington
Nancy Ulrich, social worker/lead worker, Alderwood CSO
Terri Richards, case manager, Alderwood CSO
Rebecca Anzaldua, OHS/CSS, Mt. Vernon CSO
S. Ruth Hagerty, social worker, Mt. Vernon CSO
Carole Mason, financial lead worker, Mt. Vernon CSO
Bonnie LaForest, financial service specialist 4, Oak Harbor CSO
Hannelore Calvert, administrative secretary personnel acct rep, Sky Valley CSO

Sondra Murphy, social worker 2, Smokey Point CSO
Marion Heath, social worker supervisor, Bellingham DCFS
Cynthia Hostetler, resource coordination social worker, Everett DCFS
Brent Kitchens, supervisor, Adolescent Unit/Family Reconciliation Service, Everett DCFS
Catharine Stoeck, support enforcement officer 3, Everett DCS
Jan Kaber, accountant, Everett DDD
Doug Burkhalter, counselor aide, Lynnwood DVR
Florence Rodeman, financial services specialist 4-lead worker, Mt. Vernon HCS
Teresa Westby, social worker 3, Smokey Point HCS
Monica McAlister, drug and alcohol/mental health coordinator, Everett JRA
Stephan Moll, institutional nurse consultant, Lynnwood RCS
Tammi Hardiman, quality improvement consultant, Smokey Point RCS

Team Awards
Region 3 CSD- Domestic Violence Training - Arlington: Sue Chance and Sherry Evans
Sky Valley CSO- Social Service Unit - Monroe: Alan Hafey, Setthivuth Oung, Carolyn Parker, Jutta Paul, Magen Queen, Elizabeth Rushfeldt, Michael Weber and Connie Young
Everett DCFS-ERU Unit: Carol Bradbury, Kevin Hunter, Gayle Gordon-Martin, Tasca Johansson
Bellingham DVR Unit: Jennifer Bean, James Churchill, Darcy Haughian, Catherine Herring, Karen Hundahl, Carl Johnston, James McGinley, Anita Milavec, Theresa Miller, Rachel Pigott, Sharon Wuerl
Indian Ridge Youth Closeout Team- JRA- Everett: Elizabeth Braid, Ron Cressell, Lori Nesmith, Delceene Sodorff, Judy Thorne and Harold Williams
Boarding Home Team - Smokey Point: Mary Delange, Debra Cross, Linda Loffredo, Katherine Webb, Robie Hochreiter, Barbara Roesler, Jo Anne Tripp and Tammi Hardiman

Region 4
Outstanding Employees
Scott Anderson, attendant counselor 1, DDD, Fircrest, Shoreline
Stephanie Allison-Noone, social worker 4, DCS Seattle
Tim Anable, social worker 2, Federal Way CSO
Mesghina Bahta, financial services specialist 3, Lake City CSO
Easter Baylor, social worker 2, Rainier CSO
Lisa Birdsall, social worker 2, Federal Way CSO
Margaret Blow, social worker 3, DCFS Seattle
Jeannette Boccamazzo, office manger and support services supervisor, Renton CSO
Lisa Brauner, WorkFirst case manager, Renton CSO
Charlotte Bryant, WorkFirst case manager, Rainier CSO
Stacey Bushaw, social worker 2, Ballard CSO
Wendy Carlton, community resource program manager, DCFS
Dawn Chielens, adult training specialist 2, DDD, Fircrest, Shoreline
Robert “Doc” Church, social worker 2, King South CSO
Alvin Clark, office assistant senior, HCS
Martin Corulli, laborer, Seattle
Eva Cruz, social worker 3, HCS
Debra deKruif, DDD, State Operated Living Alternatives
Erika Drake, human resource consultant assistant, Belltown CSO
Jenny Egan, WorkFirst case manager, Ballard CSO
Clydene Evans-Wenzel, dental hygienist, DDD Fircrest, Shoreline
Karen Follman, social worker 2, Burien CSO
Brad Garner, group home supervisor, JRA, Woodinville Group Home
Cory Ingersoll, social worker 2, King South CSO
Anne Jennings, financial services specialist 3/teen parent social worker, Federal Way CSO
Linda Kashiwagi, social worker 2/incapacity specialist, Belltown CSO
Gerry Ketchum, financial services specialist 4, Belltown CSO
Ruta Krums, support enforcement officer 3, DCS, Seattle Field Office
Shirley Kurz, nursing home surveyor, AASA RCS
Kuang Li, licensed practical nurse 2, DDD Fircrest
Joan Lopez, vocational rehabilitation counselor, DVR
Debbie Lyne, juvenile rehabilitation program manager, Echo Glen Children’s Center
Sayi Madduri, attendant counselor 1, DDD Fircrest
Sara Mandick, WorkFirst case manager, Ballard CSO
Bounsong Manikoth, financial services specialist 3, Ballard CSO
Karen McEwen, financial services specialist 5, King Eastside CSO
Jim Micka, financial services specialist 4, West Seattle CSO
Susan Nelson, human resource consultant assistant,

DDD Fircrest
Lai Nguyen, social worker 2, Ballard CSO
Mai Nguyen, financial services specialist 4, Belltown CSO
Dave Ozment, secretary administrative, DDD
Diane Pennick, financial services specialist 3, Burien CSO
Dan Peterson, mental health resource manager, DDD Seattle
Shirley Pilkey, DD administrator 1 Fircrest, Shoreline
Karen Rall, social worker 3, DCFS
Adel Rizk, attendant counselor 2, Fircrest
Denise Roth, social worker 3 APS
Eddi Schumacher, vocational rehabilitation counselor aid, DVR
Claire Scranton, social and health program manager 2/Adoption Support manager, DCFS
Kimtho Siev, financial services specialist 4, West Seattle CSO
Antonio Silang. attendant counselor 1, DDD Fircrest
Kristin Stocker, juvenile rehabilitation community counselor, JRA
Kathleen Smith, speech pathologist, DDD Fircrest
Gary Swift, orthotics/adaptive equipment technician, DDD Fircrest
Jeani Trana, social worker 4, King Eastside CSO
Cindy Trokey, office assistant senior, DDD, Fircrest
Mike Wagner, social worker 4, West Seattle CSO
Lillie Wiggins, financial supervisor, Rainier CSO
Cynthia Wong, financial supervisor, Rainier CSO
Diana Wood, case resource manager, DDD Adult Family Home Team

Vision Awards
Dorella Owens, financial services specialist 5, Belltown CSO

Outstanding Teams
The African American Children’s Section, DCFS: Patrick Aaron, Myrtice Ahmed, Priscilla Bell-Lowe, Robbie Chiles, Joseph Connor, Lonette Dominguez, Gerri Freeman, Deanna Grace, Rachel Hand, Zynovia Hetherington, Malcolm Hightower, Gaiety Jay, Cris Jones, Dolores Jones, Cleveland King II, Cynthia Martin, Margaret McDonald, Marie Peterson, Tuong Pham, Kenneth Rose, Gwen Seagroves, ElFreda Stephenson Kusi, Larry Stokes, Darren Thames
The Anderson Lawsuit Team, Seattle DCS: John Clark, Jim Goodspeed, Jennifer Greenlee , Monica Turnbaugh, Margaret Williamson
The Fircrest Garden Shop Team, DDD Fircrest: Brad Scott, Gideon Kuller, Tim Molvik
The STARR Committee, Renton CSO: Kathy LaBrec, Peter Marcoe, Sylvia Moreno, Michelle Mocerì, Christine Wilder, Paige Meier, Scott Sylvester, Jacqueline Kelly, Annette Chiles, Marsha Grannis, Lee King, Phi Huynh, Wendy Wilson

Region 5
Outstanding Employees
Lori Ames, customer services specialist, Bremerton CSO
Elizabeth Butterfield, financial services specialist 4, Bremerton CSO
Barbara Balodis,counselor aide, Bremerton DVR
Jerome Ballard, Psychiatric Counselor, Child Study & Treatment Center (CSTC)
Jeanne Hopkins, recreation therapist, CSTC
Kelly Hughes, recreation therapist, CSTC
Byron Tani, recreation supervisor, CSTC
Judi Keyser,program manager, DCFS Tacoma, Robert Rix, financial services specialist 2, DCS Tacoma
Cynthia Riley, secretary senior, DVR Brmerton
Mary Hitchner, attendant counselor, Frances Haddon Morgan Center
Andre King, social worker 4, HCS Tacoma
James Tarr, social worker 3, HCS Tacoma
Patricia Heiner, cook, Oakridge Community Facility
Andra Jewell, financial services specialist 3, Pierce North CSO
Euda Kosier, financial services specialist 5, Pierce North CSO
Christine McLane, financial services specialist 3, Pierce North CSO
Rick Mordhorst, financial services specialist 3, Pierce North CSO
Francine Schaffert, financial services specialist 4, Pierce North CSO
Art Wade, retention manager, Pierce North CSO
Patricia Yeager, financial services specialist 4, Pierce North CSO
Leslie Daisley, admin, sec. in training, Pierce West CSO
James Mitchell, financial services specialist 4, Pierce West CSO
Fidencio Reyna, financial services specialist 4, Pierce West CSO
Maria Ross, financial services specialist 4, Pierce West CSO
Robert Walsh, financial services specialist 3, Pierce West CSO
Mary Emery, financial services specialist 3, Puyallup

CSO
Denise Misik, Workfirst case manager, Puyallup CSO
Diana Rogers, financial services specialist 4, Puyallup CSO
Ronald Thomas, financial services specialist 5, Puyallup CSO
Cynthia Hightower, Sheltered Workshop supervisor, Rainier School
Perry Patson, attendant counselor manager, Rainier School
Ann Stricklin, secretary administrative, Rainier School
Nancy Jenkins, psychiatric social worker, Rainier School
Anne Balch, recreation specialist, Western State Hospital (WSH)
George Hill, physician, WSH
LaVone Holzborn, registered nurse 4, WSH
Cheryl Wells, secretary administrative, WSH
Kimberly Gorder, office assistant sr, WSH

Vision Award
Diane Waddington, social worker, DCFS Bremerton
Laurel Lemke, ombudsman, WSH

Outstanding Teams
Bremerton Social Service Team: Martina Hansen, Lori Ames, Hannah Bishop, Cindy Dailey, Dana Gargus, Deanna Johanson, Mike Kramer, Kim Reams, Diane Sanders, Kimberly Gorder, Charlie Jones
Cemetery Rededication Team: Laurel Lemke, John Lucas, Lisa Sechler, Jim Senko

Region 6
Outstanding Employees
Nancy Lee, social worker, Vancouver HCS
Marta Daniels, home support specialist, White Salmon/Goldendale DCFS
Christie Fredrickson, WorkFirst case manager, Olympia CSO
Virginia Smith, social worker 3, Olympia DCFS
Sue Martin, support enforcement officer 3, Vancouver DCS
Frankie Sokso, financial services specialist 2, Olympia HCS
Gloria Joyce McWhirter, support enforcement officer 3, Vancouver DCS
Donna Thurston, lead worker, Chehalis CSO
Todd Neely, office assist senior, Kelso CSO
Brenda Trana, support enforcement officer 2, Olympia DCS
Amy Chimenti, financial services specialist 2, Orchards CSO
Paula Hughs, social worker 3, Tumwater HCS
Kassandra Jessen, financial lead worker, Port Angeles CSO
Tim Hammond, support enforcement officer 3, Vancouver DCS
Edith Hitchings, social and health program manager 3, DCFS
Shaw Seaman, DD case resource manager, Tumwater
Betty Berry, administrative assistant 3, Maple Lane School
Susanne Davis, financial services specialist 3, Forks CSO
Jean Grondahl, case manager, Port Townsend CSO
Karen Stimbert, receptionist, Port Angeles CSO
Donna Leis, acting office manager, Olympia CSO

Outstanding Teams
Aberdeen Extreme Team, Vancouver DCFS: Nancy Timmis, Dorothy Delateur, Denise Joki, Teri Navarre, Karen Papp, Melissa Wittmayer, Sean White
Customer Service Unit - Vancouver DCS Field Office, DCS: Trudi Patterson, Julie McBride, Joan Kjer, Noreen Valente, Lisa Stewart, Sunday Berry, Jan Karcher, Janet Nollar, Lisa Markegard, Carolyn Fox, Denise Sparley, Gary Hanson
Hallmark Team and A-Z Workgroup, Vancouver DCS: Vicki Cates, Mary Moen, Michelle David, Janine Demich, Teri Richardson, Richard Farnsworth, Kathy Nomeland, Joel Watson, Glenda Dailey, Trudi Glant, Katie Nelson, Ken Nygaard, Jim Osborn, Peter Taff, Barbara Kuhar
JRA Vancouver Office: Cindy Blue, Sheryl Burrow, Elizabeth Campbell, Danny Cervantes, BaLinda Cole, Connie English, Everette Hunter, Sharon Madsen, Barry Nusbaum
Mariner Lodge, Naselle Youth Camp: Mark Zimmerman, Sid Hicklin, Darlene Ammer, Wyatt Gilkie, Bonnie Kohn, Jon Pakenen, Jack Smith, Kevin Presegard, Dorina Helton, Jill Volke, Susan Burkhalten, Matt LaRoy, Julie Poyer, Dale Tienhaara, Michael Dougherty
Terrific TANF Team, Port Angeles CSO: Jean Grondahl, Marsha Wilkerson

Outstanding Regional Awards (continued from page 5)

Region 7 (Headquarters)
Outstanding Employees
Carolyn Adams, cost reimbursement analyst 3, Medical Assistance Administration
Gerald (Jerry) Adkins, classification & compensation manager, Employee Services Division
Donna J. Arnold, program manager, Children's Administration
Kelly Boston, program administrator, Division of Vocational Rehabilitation
Carol Clarke, supervisor, Children's Administration
Teri Comstock, finance manager, Management Services Division
Guy Dorland, financial coordinator, Division of Alcohol & Substance Abuse
Deb Ebben, supervisor, Finance Division
Dave Fiorini, human resource administrator, Employee Services Division
Jan Husby, license suspension/special collections coordinator, Division of Child Support
Caryn Kennemore, office assistant senior, Administrative Services Division
Candace Kerwin, human resource consultant 2, Children's Administration
Tonja McDougall, secretary senior, Division of Alcohol & Substance Abuse
Dione R. Rawlings, secretary administrative, Division of Community Programs
Betty Riebe, receptionist, Children's Administration Headquarters
Michael South, labor relations specialist, Employee Services Division
Danielle Yongue, office assistant lead, Division of Child Support

Vision Winners
Rebecca Denke, project director, Division of Aging & Adult Services
Alice Liou, coordinator, Director's Office, Administrative Services Division

Outstanding Teams
Background Check Central Unit Team, Background Check Central Unit: Tika Bissonnette, Debbie David, Sheri Bruu-deLeon, Sally Fitzgerald, Lamona Foster, Bob Gorski, Jennifer Haller, Sally Hosea, Dan Lilly, Bob McGregor, Robin Pelham, Amy Robertson, Carole Rodgers, Larry Weese
Sex-Offender Treatment Oversight Committee Team, JRA: Lori Bowell, Meredith Byars, Shannon Freeman, Alan Gregory, Kathleen Harvey, Greg Hunter, Corinne Mason, Reed Mayer, Scott Page, Ryan Pinto, Teana Robbins
DSHS/Communication Team, Office of the Secretary, AASA, CA, ESA, HRSA, JRA, MSA, MAA: Ginny Bell, David Brummel, Adolfo Capestany, Frances Carr, Don Clintsman, Esmeralda Crosson, Selia Evans, Tom Farrow, Barbara Felver, Barbara Glass, Mary Anne Harrington, Irenne Hopman, Gaye Jensen, Debbie Kirkendall, Liz Kohlenberg, Sue Langen, Carolyn Morrison, Sharon Newcomer, Christine, Parke, Deb Schnellman, Gordon Schultz, Dori Shoji, Kathy Spears, Jim Stevenson, Chris Trujillo, Tomas Villanueva, Steve Williams, Dave Workman
Public Disclosure Team, CA: Mary Ann Bader, Karen Baldyga, Sharon Braden, Janet Carkhuff, Matt Cleary, Bill Cleaveland, Susan Corwin, Bill Cote, Terry Cox, Lyn Craik, Karen Cramer, Pat Daane, Joyce Drake, Marjorie Fitzgerald, Gary Fontaine, Kay Gedrose, Darcey Hancock, Beth Holmes, Jodine Honeysett, Jonah Idczak, Janice Jiles, Dory Lacy, Wanda Matthews, Carey McNallie, Sharon Newcomer, Jim O'Neal, Beverly Payne, Rozanne Porter, Lisa Powers, Linda Redman, Patty Riggs, Tom Saunders, Steve Schuetz, Kyle Smith, Michael Tornquist, Tim Tyler, Patricia Eslava-Vessey

Residential Support Team, Finance Division: Marilyn Brown, Denise Cooper, Kathleen Farruggia-Gregory, Linda Mendez, Pam Harris, Pam Ho, Dreanna Pier, Nghiem Pham
DSHS ISSD Help Desk Team, ISSD: William (Bill) Brennan, Robert Garrison, Reid (Skip) Grover, Janet Logan, Lem McCleary, Gene McDougall, Robert Steele
Region 1 Decentralized Referrals Pilot Team, DDD, CSD, DCFS, HCS, JRA, DCS, ESD, Lakeland Village and Eastern State Hospital: Rhonda Bell, Debbie Burke, Pat Carstarphen, Dawn DeShazer, Trudy Flowers, Cheri Garrett, Katharina Gelencser, Julia Byrne-Gossett, Jan Hulett, Sally Humphrey, Debbie Junes, Enola Kaplan, Lisa Kelling, Raneice Lauritzen, Marge Millard, Annie (Eunice) Miller, Gail Mosher, Shannon Peterson, Ceci Richardson, Beth Smith, Debbie Tschirley, Cheryl Vincelet, Abbie Waligora, Deanna Williams, Sandie Wollan
Food Assistance Program Reporting Team, ACES, RDA, ESA
Kathryn Beall, Jacqui Boydston, Nicholas Bullard, Mickie Coates, Vernon delaVergne, Cindy Palko
Workplace Violence Awareness Training Curriculum Development Team, CA: Celeste Carey, Henry McLauchlin, Rob Schebor, Mary Lou Szatkiewicz
AASA Adult Protective Services Application Development Team: Pamela Davis-Taggart, Jason McKee, Les Morgan, Gary Shean, Keith Strandberg, Phi Tong